

REMARKS/ARGUMENTS

In paragraph 3 of the office action, the examiner has objected to the disclosure because it contains an embedded hyperlink and/or other form of browser-executable code. Paragraphs [0004] and [0005] are amended to delete the embedded hyperlink. It is submitted that the disclosure is now in condition for allowance, which allowance is respectfully requested.

In paragraphs 5 and 6, claims 1-5, 7-11, 12-17, and 19-23 are rejected under 35 U.S.C. 103(a) as being unpatentable over Linden (U.S. Patent 6,360,254).

On page 4 of the office action the examiner states that "Linden does not expressly teach that the list of customers is compiled by extracting records from a problem record tracking database of records which have been closed." Further, at page 5, the examiner states "These differences are only found in the non-functional descriptive material and are not functionally involved in the steps recited nor do they alter the recited structural elements;" Independent claims 1, 7, 13, and 19 have been amended to positively claim methods and structural elements to receive at a help desk, problem records from customers and recording problem records in a problem record tracking database, and to close problem records for problems which have been handled by the help desk. These claims further claim compiling a list of customers to be surveyed by extracting records from the record tracking database. It is submitted that Linden does not teach or suggest receiving problem records, closing the problem records when the problem has been handled by the help desk, and compiling a list of customers to be surveyed by extracting records from the record tracking database of problem records that have been closed. It is thus submitted that claims 1, 7, 13, and 19, and claims depended therefrom are

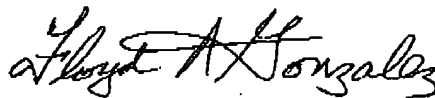
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allowable under 35 U.S.C. 103(a) over Linden, which allowance is respectfully requested.

It is submitted that the present amendment is proper after the final rejection because it adopts the position of the examiner and places the claims in better condition for appeal.

It is respectfully submitted that the application is now in condition for allowance, which allowance is respectfully requested.

RESPECTFULLY SUBMITTED



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